United Nations ECE/CTCS/2018/6

Economic and Social Council

Distr.: General
6 March 2018

English
Original: English and Russian

Economic Commission for Europe

Steering Committee on Trade Capacity and Standards

Fourth session
Geneva, 3-4 May 2018
Item 5 of the provisional agenda
Country follow-up to Economic Commission for Europe studies on regulatory and procedural barriers to trade

Follow-up on Economic Commission for Europe countries studies: Republic of Moldova

Summary

As part of its broader effort to increase the trade sector's contribution to economic development, the Government of the Republic of Moldova requested the Economic Commission for Europe (ECE) to conduct a study on regulatory and procedural barriers to trade in the country. Completed in 2017, the study provided a number of recommendations, which were drafted in consultation with the Government and the private sector.

The recommendations were integrated in their entirety into the Government's National Action Plan for Trade Facilitation, which was adopted in December 2017 pursuant to Government Decision No. 1065. The Plan comprises ninety one actions divided into thirty five thematic chapters, with an estimated budget of over Euro 137,1 million, and will be implemented by fourteen State agencies with the support of the National Trade Facilitation Committee. The ECE is working closely with the Government and Permanent Mission of the Republic of Moldova to the United Nations Office in Geneva to create the required partnerships for supporting the successful implementation of the strategy.

This document contains the National Action Plan for Trade Facilitation of the Republic of Moldova. It was prepared upon the request of the Government to brief member States on achievements to date in implementing the recommendations emerging from the study.

The document is presented to the Steering Committee on Trade Capacity and Standards for decision. The recommendations emerging from the ECE study are provided in the Annex.

GE.18-03455(E)

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Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	ECE Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
1. Publication and availability of information	**1. Information Available in Internet**							
	Elaborate the technical concept of the new trade informational portal (Trade Point).	Art. 1 (2)	No. 2 (1) No. 2 (2)	2019	MoEI[1] MoHLSP[2] SV[3], ANSA[4]	Technical experts to draft, develop, and maintain a new webpage	State budget. Assistance of international partners.	Technical concept of the Informational portal on trade approved by Government Decision
	Develop an informational portal on trade (*Trade point*), develop the procedures for *Trade point* functioning, set the review and periodic update processes of published information.			2019	MoEI MoHLSP ANSA	Develop the specifications, content and design of *Trade point*, informative guidelines, online applications (customs payment calculator, forms, etc.), translate the information into other languages of trade partners; develop operating rules of the system	State budget. Assistance of international partners.	Informational portal on *Trade point* developed and launched. *Operating rules of the trade point approved by Government Decision*

[1] Ministry of Economy and Infrastructure
[2] Ministry of Health, Labour and Social Protection
[3] Customs Service
[4] The National Agency for Food Safety

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	EU Regulation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	Update content, style and design of the official webpage of the Customs Service www.customs.gov.md:			2019	SV	Develop the design, style and online applications (customs payment calculator, forms, etc.) for the webpage of the Customs Service www.customs.gov.md Translate the information into languages of international communication. Develop TARIM[1] application on the webpage of the Customs Service and customs information system. Translate TARIM information in one of the	State budget. Assistance of international partners.	Webpage of Customs Service upgraded and accessible in other languages of international communication

[1] Integrated Tariff of the Republic of Moldova

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Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	UCT Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
						languages of international communication. Training and exchange of experience with customs services of other states regarding TARIM management		
	Update content, style and design of the official webpage of the National Agency for Food Safety www.ansa.gov.md			2019	ANSA	Develop design, style and online applications (calculator of provided services, forms, etc.) for the webpage of the National Agency for Food Safety www.ansa.gov.md Translate the information ready for publication into other international communication languages and languages of other trade	State budget. Assistance of international partners.	ANSA webpage updated and accessible in international communication languages

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	ECE Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
						partners. Training and exchange of experience with similar authorities from other states in TRACTS management.		
	2. Enquiry/information Points							
	Create a single national information point for local and foreign economic agents by adopting a methodology for disseminating information through electronic channels (portal, information panels, LEDs, IT terminals)	Art. 1 (3)	No. 2 (3)	2018	MoEI[9]		State budget	Official decision adopted
	Adopt formal procedures that would define working processes and operation of trade enquiry/information points in the field of trade facilitation and reduction of customs procedures (i.e. application processing standards, including the time for reply; standard models and forms; communication methods etc.)			2019			State budget	Official procedures adopted
	Endow the enquiry points with adequate equipment for their activity (including key communication equipment and ICT support, such as			2019	SV	Technical support equipment, IT	State budget; Assistance of international	Adequate equipment ensured

[9] Ministry of Economy and Infrastructure

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	EAC Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	search engine for fiscal tariffs and rates or a similar national database with trade information).					support.	partners.	
	Develop the infrastructure of customs points by equipping them with modern information systems regarding customs regulations and food safety.			2019	SV ANSA	Equip customs border points with electronic information screens (terminals, information windows with Touch Screen, with interactive software interface) and screens with information about customs and food safety regulations.	State budget. Assistance of international partners.	Enhance quality and accessibility of information on customs regulations and food safety for citizens and business environment.
	Strengthen the capacities of the Call Centre of Customs Service			2019	SV	Endow the Call Centre of the Customs Service with modern equipment that optimize the call processing, efficient incoming/outgoing call management, enhance call monitoring and record, follows-	State budget. Assistance of international partners	Efficient communication, enhance service quality and response time to calls made to the Call Centre of the Customs Service

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	ECE Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
						up on the satisfaction level of callers. Training of Call Centre operators		
2. Opportunity to comment on laws before entry into force, and consultations	**3. Opportunity to Comment on Laws Before Entry Into Force**							
	Law review analysis to include the comments and recommendations of the private sector and to consider them accordingly to ensure transparent decision-making process.	Art. 2 (1)	No. 1 (2)	2019	MoEI		State budget	Relevant legislation reviewed and amended, as applicable
	Law review analysis to allow RIA on all trade-related regulations.			2019	MoEI		State budget	Relevant legislation reviewed and amended, as applicable
	4. Consultations							
	Develop and publish procedures for stakeholders with the purpose to recommend how to initiate consultations and how to participate in consultations.	Art. 2 (2)	No. 1 (1)	2019	MoEI, MoF[7] SV[8], ANSA		State budget	Relevant procedures developed, adopted and published
	Training of border authorities and private sector regarding efficient consultations.			2019	SV, ANSA		State budget	Border agencies and private sector trained
3. Other	**5. Notifications for enhanced controls or inspections**							

[7] Ministry of Finance
[8] Customs Services

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	EC Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
measures to enhance impartibility, non-discrimination and transparency	Assess good practices, develop, adopt and publish notification procedures of border authorities to consolidate the controls and inspections in accordance with the proposal, including: • criteria used to make a notification, • cancelation or suspension of alert, • notification of importer or competent authority from exporting country.	Art. 5(1)	No 3(3)	2020	ANSA	Technical expertise in implementing and administrating import alert systems regarding food and feed safety.	State budget. Assistance of international partners	Relevant procedures developed, adopted and published
	Training of personnel in official notification system, including national and international best practices. Training of relevant border agencies in operational requirements of the notification system.			2020	ANSA	Training		Training delivered.
	Carry out actions to develop and implement a National early alert system for food and feed (SNARAF) and national early mechanism (MNAT) in line with the EU mechanisms.			2020	ANSA	*Legal support.* technical support, IT support.		*Legal framework* developed and approved GD. SNARAF and MNAT developed and implemented
	Enhance the mechanisms to appeal or review by regulating the establishment of Dispute Settlement Councils as instrument to ensure transparency in administrative examination procedure of appeals, inactions of public agent and against administrative acts issued within control procedures.			2018	MoEI	Legal support.		Primary and secondary legal framework (Law and GD) on Dispute Settlement Council approved.
	Implement and ensure the activity of Dispute Settlement Council.			2018	State control bodies.	Legal support.		Dispute Settlement Councils

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	EU Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
					according to Annex, Law 131 of 08.06.12			established and operational.
	6. Test Procedures							
	Consider the opportunity to amend customs legislation to include repeated tests by the importer.	Art. 5 (3)	No. 5 No. 28 No. 29	2019	MoF[7], SV, ANSA	Exchange experience with other states	State budget	Relevant legislative amendments developed, adopted and published.
	Enhance the capacities of customs laboratory.		No. 30	2020	SV	Furnish the customs lab with modern equipment necessary to determine the authenticity of customs documentation; Develop the information system for efficient process management, risk analysis and exchange of information in customs laboratories. Exchange of	State budget. Assistance of international partners	Time necessary to verify and analyse the goods for customs purposes reduced.

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	TCF Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
						experience with customs labs from other states to implement best practices in forensics		
	Enhance the capacities of ANSA laboratories			2020	ANSA	Furnish ANSA laboratories with modern equipment. Develop the information system for efficient process management, risk analysis and exchange of information in ANSA laboratories.	State budget. Assistance of international partners.	Time necessary for goods analysis and forensics for food safety purposes reduced
4. General Regulations on Fees and Charges Imposed on or in Connection with Importation and	**7. General Regulations on Fees and Charges Imposed on or in Connection with Importation and Exportation** Develop proper legislation to include periodic review of fees and charges (imposed on or in connection with importation and exportation): frequency of review and criteria that need to be applied by the review mechanism	Art. 6 (1)	No. 12 (1)	2019	MoEI[10], MoF, SV		State budget	Relevant legislation developed, adopted and published

[10] Ministry of Economy and Infrastructure

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	UCC Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
Exportation	Develop relevant regulations within the Regulation on the implementation of new Customs Code.			2020	MF SV		State budget	Relevant legislation developed, adopted and published
	8. Penalty regulation							
	Review the charges and fees applied by the Customs Service for minor offences committed by companies to reduce their size.	Art. 6(3)		2020	MF SV		State budget	Customs Code amended and approved.
	Develop relevant regulations related to sanction procedure within the Regulation on the application of the New Customs Code.			2020	MF SV		State budget	Relevant legislation developed, adopted and published
5. Release and clearance of goods	**9. Pre-arrival Processing**							
	Develop the ASYCUDA[1] World System to implement the pre-arrival processing procedure	Art. 7(1)	No 9 No 1.2	2020	SV	Develop the pre-arrival processing module for ASYCUDA World System. Develop the national IT modules for pre-arrival passenger exchange of information.	State budget Assistance of international partners	The time and costs for border crossing and declaration of goods have been reduced

[1] ASYCUDA is the United Nations Conference on Trade and Development (UNCTAD) web-based Automated System for Customs Data and serves as to serve as the backbone for the Customs Integrated Information System (CIIS)

Chapter	Actions to be implemented	Article of the Protocol Amending the Marrakech Agreement	H.S. Recommendation	Deadline etc.	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
						Exchange of experience with customs services in other states.		
	Develop pre-arrival risk analysis system			2020	SV	Training of staff for pre-arrival processing procedure	State budget. Assistance of international partners	Reduced time and enhanced quality of customs control
	10. Trade Facilitation Measures for Authorized Operators							
	Develop customs facilitations for AEO (a simplified customs declaration, use of comprehensive guarantees or reduced guarantees, fast border crossing, etc.)	Art. 7 (7)	No. 10	2020	SV	Modernize the guarantee management method in the customs information system	State budget Assistance of international partners	Simplified customs procedures for AEO implemented. Increased number of AEO.
						Upgrade the infrastructure of border-crossing points by		

Chapter	Action to be undertaken	Article in the Protocol on Trade Facilitation, Movement of Persons and Transport	EU Directive endorsed	Deadline	Responsible institutions	Foreign technical and financial assistance needed	Costs and sources	Expected results
						equipping with additional lanes (AEO Fast Lane) dedicated to fast border crossing		
	11. Expedited Shipments							
	Analysis of normative framework, develop policies on simplified notification procedures or licensing, in accordance with international standards and good practices.	Art. 7 (8)		2020	MoEI MF	Legal and operational expertise to set an accelerated issuance programme (legislation, procedures, and operational measures)	State budget. Assistance of international partners.	Relevant policies and SOPs developed, adopted and published
	Training of civil servants, customs officers and representatives of companies in the field of simplified procedures for expedited shipments.			2020	ANTA[1] SV CIPTI[2]	Training of authorities and operators;	State budget. Assistance of international partners.	Customs staff and private sector trained.
	Start a communication process with private environment and other stakeholders to inform them about special incentives for accelerated release of goods and criteria for accelerated release					Awareness campaigns for private sector to promote the programme implementation		Private environment and other stakeholders aware of new opportunities and incentives.

[1] National Agency for Auto Transport
[2] Center for International Transportation

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakesh Agreement	TFA Section and element	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	Develop simplified customs clearance procedures of expedited shipments and ensure necessary conditions for quick and quality customs control.			2020	MF, SV	Develop IT modules for customs information system for simplified declaration of expedited shipments. Upgrade the customs infrastructure of mail clearance and furnish with special control equipment (scanners). Training of customs staff in risk assessment of mail. Exchange of experience with other states to implement good practices in the field.	State budget. Assistance of international partners.	Simplification and reduced time of clearance, expedited shipment
	12. Perishable goods							
	Review and amend, as applicable, the existing rules on important of perishable goods in a way that would: • allow quickest release; • ensure, as applicable, release outside the working hours of the customs;	Art. 7 (9)		2020	MF, SV, ANSA, ANTA	Legal and operational expertise to establish an accelerated release programme for	State budget. Assistance of international partners.	Existing procedures reviewed and amended, as applicable

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	UCC Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	• give priority to these goods when scheduling the controls; • allow the storage of these goods in adequate conditions, if there are available installations approved by relevant authorities; • if possible and upon request, permit the release at the warehouses, and • oblige the authorities to provide the importer with a written explanation, upon request, when there is a significant delay in release of goods.					perishable goods (procedures, operational measures and agreements with companies).		
	Develop official agreements with companies, operational guidelines or standards, as applicable, to ensure cooperation and coordination of border authorities in control and release process of perishable goods			2020	ANSA ANTA SV		State budget.	Agreements with companies developed and implemented
	Simplify customs declaration and control of perishable goods.			2020	SV	Develop the simplified declaration module for the customs information system. Upgrade the infrastructure of customs points to create adequate conditions for priority control of perishable goods	State budget. Assistance of international partners.	Customs time and costs reduced

Urgency	Actions to be implemented	Impact of the Protocol Amending TIR Convention	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	Develop the Regulation on road transportation of perishable goods and highly perishable produce		2018	MoT ANTA	Support to development of normative framework for road transportation of perishable goods and highly perishable produce	State budget. Assistance of international partners.	Normative framework for road transportation of perishable goods and highly perishable produce approved
	Procure a laboratory to verify technical parameters necessary to transport perishable goods and highly perishable produce and to certify road vehicles used to transport perishable goods.		2020	ANTA	Technical and financial assistance for procurement	State budget Assistance of international partners	Laboratory to verify technical parameters procured
	Train ANTA staff in road transport rules regarding perishable goods and highly perishable produce and exchange experience with countries that have implemented these practices.		2020	MoT ANTA	ANTA staff needs training in the field of road transportation of perishable goods and highly perishable produce	State budget. Assistance of international partners	ANTA staff trained
	Develop training programmes for personnel involved in the transportation of perishable goods (experts, managers and drivers).		2020	ANTA	It is necessary to develop a training programme and to train the teaching staff from learning centers	State budget. Assistance of international partners	Training programme approved: Qualified experts. Managers and drivers certified

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	TFC Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	Develop an information system to monitor the transportation means acceptable for perishable goods and highly perishable produce, as well as access to information on transport means accepted by other states.			2020	ANTA	It is necessary to develop and update a database	State budget Assistance of international partners	Information system operational; Access to the national and international databases
6. Formalities related to import, export and transit	**13. Formalities and Documentation Requirements**							
	Analyse and minimize formalities; review, and update as appropriate the list of necessary documents for foreign economic operators.	Art. 10(1)		2019	SV BP of MIA[14] ANSA		State budget	Proper administrative procedures established
	Develop the review and update mechanism of the normative framework regarding the documentation necessary for import, export and transit.			2019	SV	Exchange of experience with other states	State budget Assistance of international partners	Draft legislative and normative acts developed and promoted
	Develop procedures for relevant information and good practices sharing with the Member States of the Marrakech Agreement Establishing the World Trade Organization, as well as the application of standards recommended by the World Customs Organization			2019	SV		State budget	Procedures developed. Information exchange ensured.

[14] Border Police of the Ministry of Internal Affairs

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Chapter	Actions to be implemented	Article of the Protocol Amending Matrix&cc Agreement	EU Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	14. Acceptance of Copies							
	Develop legislative and normative framework for accepting copies, documents for import, export or transit related formalities.	Art. 10 (2)		2019	MF SV ANSA ANTA	Exchange of experience with other states	State budget Assistance of international partners	Draft legislative and normative acts developed and promoted
	Develop and implement amendments to information systems of state authorities regarding the integration of mechanisms that allow the businesses to apply electronic signature on duplicate or electronic copies.			2020	ANSA ANTA	Technical assistance, IT support	State budget Assistance of international partners	Information systems amended and operational.
	15. Single Window - One Stop Shop							
	Implement TWINNING Single Window Programme	Art. 10 (4)		2020	SV ANSA ANTA BP or MIA		State budget. Assistance of international partners.	International trade related time and costs reduced
7. Freedom of transit	**16. Freedom of transit**							
	Implement New Computerized Transit System (NCTS) TWINNING Programme	Art. 11		2020	SV			Transit-related time and costs reduced
	Implement electronic and simplified			2020	SV	Develop customs		Transit-related time

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	EU Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	transit procedures					information system for transit electronic declaration Upgrade the guarantee management module in customs information system Upgrade the customs infrastructure by equipping with Transit Fast Lanes and parking for transit vehicles (customs control areas)		and costs reduced
	Upgrade the Integrated Information System (IIS) of the Border Police (BP)			2020	BP of MIA	Technical support, ensure with equipment and devices, IT support.	State budget Assistance of international partners	IIS of BP upgraded adjusted and operational
	Improve the border crossing infrastructure by separating the lanes, providing for priority transit signs and equipment			2020	SV BP of MIA	Upgrade the border crossing points infrastructure	State budget Assistance of international partners	Border crossing time reduced
	17. Information about DCFTA Agreement							

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	EEC Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	Increase efforts to inform the traders about the terms and implications of the Deep and Comprehensive Free Trade Area (DCFTA) with the European Union (EU): • Organize media campaigns and workshops to inform the traders about DCFTA and its implications; • Prepare explicative materials regarding the requirements towards the companies to be able to benefit from the advantages of DCFTA, new procedures to be enforced to govern the trade and progress registered in harmonizing the national system with the DCFTA requirements and its implications for regional and global integration		No. 2 (4)	2019	MoET		Assistance of international partners	Private sector informed
8. Electronic documents	**18. Promote use of electronic documents**							
	Extend the electronic declaration to all customs procedures and regimes		No. 4 (1)	2020	SV	Develop electronic declaration modules for all customs regimes in the customs information system. Promote electronic declarations among	State budget. Assistance of international partners.	Increase the share of electronic declarations for all customs procedures and regimes. Customs clearance time and costs reduced

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	TFC Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
						businesses through awareness campaigns and training courses.		
	Develop and implement the integrated information system e-ANSA for electronic permissive documents issuance and management in the national circuit of food safety-related documents (sanitary, veterinary, phyto-sanitary, etc.)			2020	ANSA	Technical support, IT support	State budget. Assistance of international partners.	Operational system. Reduced time and costs for permissive acts issuance.
	Inform the traders about the use of electronic documents procedure.			2020	SV. ANSA. ANTA.	Technical assistance. Develop guides. Deliver trainings and informative seminars.	State budget. Assistance of international partners.	Business environment trained, informed and ensured with accessible online informational resources (Guides, PDF, video, etc.).
9. Enhance institutional capacities in the field of trade facilitation	**19. Deliver intensive training courses for border control agencies**							
	Deliver intense training courses for border control agencies with regard to the most appropriate way of reconciliation of trade facilitation concerns by generating revenues.	No. 6		2020	ANSA. ANTA.	Methodological support, technical support	State budget	Training organized and delivered.
	Upgrade the conditions necessary for professional training and continuous learning of customs officers.				SV.	Develop the infrastructure and capacity of the Training Centre of Customs	State budget. Assistance of international partners.	Conditions for team training and building, development of institutional culture, exchange of

Chapter	Actions to be implemented	Article of the Protocol (including Memorandum of Agreement)	EU directive indicator	Deadline	Responsible institutions	Foreseen means and financial assistance needs	Financing sources	Expected results
						Officers (develop the infrastructure for a facility with favorable conditions for theoretical and practical training of customs officers, sportive, cultural and leisure activities, as well as international customs events. Control equipment for transport means, goods, documents		experience and enhancement of professional performance of customs officers created.
10. New legislative framework	**20. Approval of New Customs Code**							
	Develop and approve new Customs Code		No. 7	2018	MF SV		State budget	Customs Code approved
	Develop and approve the Regulation to implement the new Customs Code			2020	MF SV		State budget	Regulation on the implementation of new Customs Code approved
11. Customs	**21. Improve the customs value assessment process**							

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	ITC Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
value	Periodic review and update of combined nomenclature of goods in line with the Harmonized System Nomenclature in accordance with the provisions of HS Convention		No. 8	Annually	MoEI SV		State budget	Combined nomenclature of goods updated
	Monitoring and implementation of all recommendations and best practices of the WTO regarding customs value assessment into the national legislation.			2019	SV		State budget	Recommendations and best practices implemented
12. Risk management	**22. Risk Management**							
	Enhance capacities and develop the functionalities of Customs Integrated Information System regarding risk analysis.		No. 9 No. 19	2019	SV	Develop and implement modules of customs information system	State budget. Assistance of international partners	Increase the rate of green corridor clearance Reduce the rate of customs physical verification and verification of documents
	Implement the automated risk criteria and profile assessment and impact on system performance, allowing the monitoring of performance indicators from the Customs Integrated Information System				SV	Develop and implement modules of customs information system	State budget. Assistance of international partners	Enhance quality and efficiency of risk assessment products Reduce the share of physical and documentary customs controls
	Develop and implement analytical instruments and systems that allow for the quick identification of high risk transactions to ensure Integrated				ANSA ASEA	Technical assistance, IT support	State budget. Assistance of international partners.	Analytical systems developed and operational

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	EU's Reference	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	Border Management.							
	Develop and implement an integrated information system e-ANSA for risk management in food safety field (risk criteria and profiles – veterinary, phyto-sanitary, and food safety).				ANSA	Technical assistance, IT support	State budget. Assistance of international partners.	e-ANSA system developed and operational.
13. Post-clearance Audit	**23. Post-clearance Audit**							
	Enhance the skills of the Customs Service in post-clearance audit based on automatized information system specialized in risk analysis and selection of companies for further control.		No. 11 (1)	2020	SV	Develop and implement automatized information system specialized in risk analysis and selection of companies for further control. Training and exchange of experience with customs bodies from other states in the field of post-clearance audit.	State budget Assistance of international partners	Enhance quality and efficiency of post-clearance audit
14. Reduce clearance costs	**24. Reduced Clearance Costs**							
	Review procedures related to customs mediation services provision (costs related to physical control of goods in customs control areas).		No. 12 (1) No. 1(2)	2020	SV	Carry out a cost-benefit analysis in the field of customs mediation services costs.	State budget Assistance of international partners	Reduce clearance costs

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	ECE Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
						Analysis and replication of customs practices from other states		
15. BCP infrastructure development	**25. Develop border crossing points and upgrade customs infrastructure**							
	Enhance the capacities of customs points	No. 14 No. 15		2020	SV ANSA	Reconstruction and upgrade of customs posts infrastructure to extend the access road, number of lanes, including Fast Lane for AEO and transit, modern control equipment, scanners, construction of physical customs control areas, install video monitoring systems, electronic informative screens)	State budget. Assistance of international partners.	Border crossing time reduced. Quality of services provided by the Customs Service, ANSA, and Border Police enhanced. Enhance the level of satisfaction of businesses with the services provided by the customs authority and other border agencies.
	Review the legal framework for customs brokers in order to align the	No. 16		2020	MF	Taking over the practices of	State budget.	Enhance the quality of services of

Chapter	Actions to be implemented	Article of the Protocol Providing Movement of Agreement	EU Assessment evaluation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	activities of the competent customs authorities with the international practices.				MoEI SV	other states in the field of authorizing the customs broker and training of specialists in the field of clearance.	Assistance of international partners	customs brokers.
	26. Develop logistic and multi-module facilities that should benefit from priority treatment							
	Carry out feasibility studies to analyze and identify public-private partnership solutions to develop logistic and multi-module facilities in the Republic of Moldova in accordance with the best practices of the EU and other international partners.	No. 23	Period ic		MoEI MF MADRM And subordinated agencies		State budget. Assistance of international partners.	Feasibility studies completed. Solutions regarding public-private partnership identified.
	27. Establish proper consigner system							
	Analysis and assessment of opportunity and impact regarding the establishment of proper testing, training, licensing, accreditation and monitoring systems of consigners	No. 24	2018		MoEI	Technical assistance.	State budget. Assistance of international partners.	Opportunity and impact of the system on the business analyzed and assessed.
	Develop relevant legislative amendments to apply the testing, training, licensing, accreditation, and monitoring mechanisms of consigners.		2019		MoEI	Technical and legal assistance.	State budget. Assistance of international partners.	Legislative amendments developed, approved and published.
16. Implement joint control of goods at the border	**28. Implement joint controls of goods at the border with neighbouring countries**							
	Develop measures for mutual recognition of customs controls between the Customs Service of the	No. 21	2019		SV		State budget	Reduce border crossing time.

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	ECL Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	Republic of Moldova and similar authorities from other states.							
17. Technical regulations	**29. Consolidate national technical regulations development processes**							
	Intensify capacity building efforts in the field of technical regulation development through specific training courses.		No. 25		MoEI		State budget	
18. Standardization	**30. Strengthen national standardization processes**							
	Involve the regulatory authorities in cancelling the standards that are in conflict with the European standards		No. 27	2018	Regulatory authorities; ISM[15]	Within budget allocations	State budget	Conflicting standards cancelled.
	Improve the standardization knowledge of stakeholders: Organize events to enhance the knowledge of stakeholders; Organize training courses; Develop informational materials.			2017	ISM	Within budget allocations	State budget	Stakeholders trained.
	Increase the participation in activities of European and international standards setting organizations. Progressive fulfillment of requirements of full fledged member			2018	ISM	Within budget allocations	State budget	100% of European and international standards examined.

[15] Institute for Standardization of Moldova

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	EEC Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	of European Standardization organizations (CEN-CENELEC).							Requirements met.
19. Conformity assessment	**31. Competence building of the National Accreditation Centre (MOLDAC) in new fields**							
	Certify persons and organizations responsible for verification and on-going capacity building.	No. 28		2020	MOLDAC	Technical assistance, trainings.	State budget Assistance of international partners	Certifications provided. Training delivered.
	Extend MOLDAC skills in new accreditation fields/sub-fields: Organizer of national competence tests PT/ILC (ISO/CEI 17043). Conformity Assessment Entities to verify greenhouse gas emissions (ISO 14065). Forensic Conformity Assessment Entities (ISO/CEI 17020; ISO/CEI 17025). Personnel Certification Bodies (ISO/CEI 17024). Implement New Approach Directive (for medical devices, lifts, etc.) Implement new conformity assessment schemes recognized at regional and international level. Theoretic training of assessors in new accreditation areas within MOLDAC delivered by experts from National Accreditation Bodies that are signatory				2020	MOLDAC Regulatory authorities OEC accredited	Develop accreditation to increase product and service competitiveness, remove trade barriers. Promote European and international recognition of accreditation and results of product and service compliance results at national level. Institutional development of National Accreditation Institute by aligning it to the European	State budget Assistance of international partners	Necessary policies and procedures adopted Competent staff. OEC accredited in mentioned fields Free circulation of products Free access to necessary information foreseen in the legislation, as well as streamlining its access

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	ECC Recommendation	Details etc.	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	parties to the Multilateral Recognition Arrangements on European Cooperation for accreditation.					standards. Economy of financial resources of OEC having the possibility to participate in national PTHC.		
	Participate as observers in the evaluation of new fields in other National Accreditation Entities that are signatory parties to the Multilateral Recognition Arrangements on European Cooperation for Accreditation.					Monitoring and reporting area and reporting of greenhouse gas emissions in accordance with the Directive 2003/87/CE of the European Parliament and Council.		
	Train head evaluators/technical evaluators within MOLDAC for new mentioned fields.					Enhance competitiveness of local products/services at national and regional level		
	Engage technical evaluators for the new fields from other National Accreditation Bodies that are signatory parties to the Multilateral Recognition Arrangements on European Cooperation Accreditation.					Harmonize national technical legislation with European legislation		
	Develop SM documents for accreditation in new fields.							
	Assistance in translating the EA/IAF/ILAC Documents applicable to specified fields.							

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	EU Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	32. Continuous improvement of accreditation procedures and processes							
	Transparency of National Accreditation Organization (ONA): - Inform all stakeholders about the activities of National Accreditation Centre - MOLDAC through the Accreditation Information System. - Promote good perception of ONA activity in the society by printing leaflets, activity reports, organizing accreditation promotion activities.	No. 29	2020	MOLDAC	Technical assistance. Informative seminars and promotional activities	State budget Assistance of international partners	Enhance the trust of stakeholders in MOLDAC activity. Inspire the consumers to trust the products or services accompanied by certificates issued by accredited OEC of ONA
	33. Further development of Conformity Assessment Bodies within Government Agencies							
	Provide ANSA and Customs Service with modern testing equipment and expertise knowledge on how to apply international and or European standards and or technical Regulations.	No. 30	2020	MSMPS SV. ANSA	Technical assistance. Testing equipment. Training.	State budget Assistance of international partners	OEC developed. Testing equipment provided. High quality and conformity with the international standards of services provided to business environment ensured.
	Equip the laboratories with certified reference materials.				Technical assistance.		Certified reference materials provided.
	Provide OEC with necessary financial resources to attract and keep the qualified personnel to obtain necessary goods.				Technical and financial assistance.		Qualified and trained personnel provided.

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	TCF Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
						Training.		
	Streamline existing reporting systems in laboratories of the ministries.					Methodological and technical assistance.		Reporting system enhanced.
	34. Further development of market oversight function							
	Carry out actions to develop and implement National Information and Communication System for market Oversight (for non-food produce)		No. 31	2020	MoEI APC[16]	IT support, training of personnel	Assistance of international partners	Information system implemented
	Improve the institutional capacity for the National Information and Communication System for market Oversight (for non-food produce) management			2020	MoEI market oversight authorities SV	Training	Assistance of international partners	Staff of market oversight authorities and of the Customs Service trained
	Provide the Agency for Consumers' Protection and ANSA with necessary financial resources to attract and keep the qualified personnel in all fields, including in the new areas.			2020	APC ANSA	Sufficient financial assistance, equipment and IT to remunerate and equip the staff, including the newly hired personnel for foreign internships and implementation of best practices	State budget. Assistance of international partners	Staff hired. Qualified personnel hired.

[16] Agency for Consumers' Protection

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	EU Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
						of the EU.		
	Provide the APC and ANSA staff with advance training in different aspects of the EU requirements.			2020	APC ANSA	Organize trainings	State budget. Assistance of international partners.	Internal and external training delivered. Personnel trained. Overseas internships completed. Qualified personnel.
	Finalize the preparations for launching early alert system for food and feeds (SRAAF)			2020	ANSA APC		State budget. Assistance of international partners.	SRAAF developed, implemented and operational.
	Enhance the knowledge of companies in their public relations with consumers			2020	APC	Technical assistance, seminars on best practices of the EU for on-going counseling information of companies	State budget. Assistance of international partners.	Consultation visits. Roundtables. Awareness campaigns. Mass information sources: billboards, ads, leaflets, mass-media. Companies informed.
35. Obtain International Recognition of Metrological Competence								

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	ECE Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
20. Metrology	Further development of quality management system of the National Metrology Institute (INM) in accordance with SR EN ISO 9000: 2006 and furnish a quality management center and research facilities in four areas of metrology: physical measurements, material measurements, chemical measurements and analytical measurements.		No. 32	2020	INM	Technical assistance, equipment and facilities.	State budget. Assistance of international partners.	Quality Management System developed within INM. Equipment and facilities delivered.
	Furnish the National Metrology Institute laboratories with modern technical calibration equipment in the following fields of measurement: • Acoustic pressure • Vibrations • Force • Hardness • Dosimetry • Refractometer • Measurement of electric power and electric energy • Atomic absorption • Prepare reference materials.			2019	INM	Technical and financial assistance is required.	State budget. Assistance of international partners.	Equipment received; Measurements recognized by publishing CMC tables or through accreditation.
	Calibration of procured equipment to ensure traceability with International Unit System (SI)				INM	Technical and financial assistance is required.	State budget. Assistance of international partners.	Calibration certificates obtained
	Establish a new Conformity				INM	Technical and	State budget.	OEC established

Chapter	Actions to be implemented	Article of the Protocol Amending Marrakech Agreement	ECT Recommendation	Deadline	Responsible institutions	Foreign technical and financial assistance needs	Financing sources	Expected results
	Assessment Body (OEC) based on European Standard *SM SR EN ISO/CEI 17043:2011 Conformity assessment. General requirements for proficiency testing* and its accreditation by a well-known accreditation body.					financial assistance is required.	Assistance of international partners.	and accredited; Proficient testing at national level

Annex

ECE Recommendations for removing regulatory and procedural barriers to trade in the Republic of Moldova

Area	*Recommendations*
Transparency	1. **Consolidate public-private sector consultative mechanisms**. 1.1 Assign the responsibility for supporting public private consultations to a single agency. The agency could serve as the national trade facilitation committee in fulfillment with the Agreement on Trade Facilitation. In assigning the single agency, the emphasis should be on capitalizing on existing mechanisms as opposed to establishing a new mechanism/ institution from scratch. 1.2 Establish a reference framework for guiding discussions on the removal of non-tariff barriers. The reference framework should go beyond addressing customs and at the border issues to target behind the border bottlenecks (especially those stemming from shortfalls in the quality assurance system), and involve special emphasis on addressing the obstacles created from the interplay between behind and at the border issues and concerns. The ECE trade facilitation roadmap guidelines provide useful parameters in the area of trade facilitation. **2. Bolstering the information dissemination function** 2.1 Develop the institutional websites of all State agencies, so that they could provide up to date information on applicable regulations, procedures and price lists pertinent to their respective areas. Related to this are internal orders, particularly the Moldovan Customs Service internal orders that were singled out by traders. The Moldovan Customs Service internal orders should be streamlined and published on time. 2.2 Consider establishing a trade portal, which provides more detailed information on trade related rules and procedures, particularly in relation to their links to regional agreements and implications for both productive and trade activities. The private sector must be able to access, in one place, comprehensive information about existing trade-related requirements; consequential changes to legislation, regulations, procedures, fees and forms; the timing of these changes; the areas in which no change will be required and their implications. 2.3 Consider establishing call centres and help desks in key market support institutions and State agencies to assist traders in gaining a proper understanding of applied rules and regulations and their implications. The help desks should be equipped these with the required expertise skills, ICT tools and training materials to help them guide the traders. 2.4 In parallel, there is a need for awareness raising effort to familiarize traders with the terms and implications of the Deep and Comprehensive Free Trade Area (DCFTA) with the European Union (EU): (i) organize media campaigns and mobilization workshops to familiarize traders with the DCFTA and its implications; and, (ii) prepare explanatory materials on the requirements that the enterprises need to meet to reap benefits from the DCFTA , the new procedures that will be set in place to govern trade and the progress made in bringing the national system up to the DCFTA requirements and the implications of these for regional and global integration.
Information requirements and trade documents	**3. Address instances of repetitive submission of documentary requirements, including those associated with commercial exchange between the two banks of River Nistru** The information requirements and support documents for each trade certificate/license should be reviewed, with a view to: (i) maintaining only those support documents that provide direct and pertinent information for the certificate/license in question; and (ii) ensuring that all support documents are submitted only once. An immediate step for guiding this reform measure would be to conduct a detailed examination of inter-agency procedures and associated documentary requirements using the business process analysis. **4. Promote the increased use of e-documents:** 4.1 Further develop the ASYCUDA *World* system to allow for extending online submission of customs declarations to other customs

Area	Recommendations
	regimes such as transit, warehouse, temporary admission, processing and free zone. 4.2 Establish training programmes for familiarizing traders with the use of e-documents. 4.3 Further develop the customs brokerage industry (see below) 5. **Further develop the existing system of testing laboratories.** This will reduce the waiting time and costs associated with obtaining conformity and quality certificates (see recommendations below).
At the border control and customs clearance	**6. Provide intensive training for border control agencies on how best to reconcile trade facilitation concerns with revenue generation.** 7. **Revise the customs code to ensure harmonization with the Union Customs Code (UCC) of the EU.** This will be essential for guiding key reform efforts (e.g., the Authorized Economic Operator-AEO-scheme which is being developed by Customs and the migration to a paperless trading environment as the UCC provides for mutual recognition of AEO Certificates) and for addressing a number of issues raised by transport operators (e.g., the transit times for TI consignments imposed by customs which was seen as arbitrary). In 2017, the Government was in the process of drafting a new Customs Code, and this effort should be accorded priority by international development partners. Assistance should be also provided for supporting the drafting of provisions for implementing the new Code, including secondary customs legislation that is fully harmonized with the EU provisions. 8. **Improve the customs valuation process**: 8.1 The Moldovan Customs Service (MCS) should ensure that tariff classification of goods is determined through the use of the General Rules of Interpretation and the Legal Notes to the Harmonized System (HS) Nomenclature, as required under the HS Convention. 8.2 The national customs tariff system (TARif vamal Integrat al republicii Moldova- TARIM) should be regularly updated to reflect changes to technical and other non-tariff measures 8.3 Further mechanisms should be established to ensure strict application of the World Trade Organization (WTO) rules on Customs Valuation,[17] and develop customs advance rulings service. **9. Undertake a thorough review of the risk parameters and profiles in the Customs Integrated Information System.** The aim should be to ensure a prompt, meaningful and lasting overall increase in the percentage of cargo assigned to the green channel, and a decrease in that assigned to the red channel. The review should be conducted with the principles of trade facilitation in mind: (i) high risks should be justified with concrete historical data; and, (ii) local risk profiles should be developed for individual customs control points to reflect the specific control environment at each, and the results of their practical application should be progressively used to update and adjust the central risk management system. Particular importance should be given to the development of information systems that would allow for analyzing data and creating efficient risk analysis tools. A pre-arrival information exchange with transport companies should be established as well as the concept of segmentation of traders.

[17] Existing legislation integrates the principles of the WTO Valuation Agreement (See Customs Code of the Republic of Moldova) and provides for uniform and transparent rules for determining customs value (See Government Decision No. 974 of 15 August 2016 approving the Regulation on the Declaration of Customs Value of Goods which establishes uniform and transparent rules for determining customs value that are consistent with the EU legislation)

Area	*Recommendations*
	10. **MCS should be assisted to further develop the AEO scheme,[18] with a view to issuing full approvals incorporating customs simplifications for reliable traders.** Safety and security approvals, especially for transport operators, forwarders, and agents, have little or no impact on trade facilitation. 10.1 The emphasis should be firmly placed on risk management, with measures put rapidly in place to select and approve AEOs properly, thus giving real assurance that their cargo can be subjected to minimal intervention at the frontier and inland, with subsequent post-clearance controls to ensure compliance, and re-appraise risk. 10.2 The MCS should be supported in its efforts to implement Mutual Recognition of AEO program with EU, CEFTA and other key economic partners in accordance with the World Customs Organization (WCO) Framework of Standards to Secure and Facilitate Global Trade (SAFE). 10.3 The MCS should be assisted in developing procedures for simplifying customs declaration, including simplified declarations and incomplete declarations. Such procedures will allow economic operators to submit customs declarations in a simplified format with less data requirements. 11. **In parallel with the development of the AEO scheme, the MCS should be supported in its efforts to:** 11.1 **Further develop its post-clearance audit**, as this will allow for undertaking systems-based trader audits and, thereof, considered examination of the commercial processes and systems that lie behind the customs duty declared at importation; and then to use the findings to review previous risk-based judgments, and if necessary adjust the parameters in the risk management system. This is a more holistic approach; a more reliable means of controlling tariff classification and declared value; and provides concrete incentives for voluntary compliance on the part of traders. 11.2 **Develop and implement the pre-arrival declaration procedure** **12. Reduce at the border charges** 12.1 Measures should be introduced so that no charges are raised for loading/ unloading and handling at border crossing points (BCPs) and inland control points (ICPs). In this respect, it is important to examine the costs/effectiveness of the current services, whereby the MCS, which does not have its own facilities for cargo examination, uses commercial premises. 12.2 The routine weighing of goods vehicles on entry and exit from the Republic of Moldova, for a charge, should cease if the carriers have valid IVWC for the journey in question.

[18] As stipulated in Law No.281 of 16 December 2016 on amending and supplementing certain acts, the AEO concept is fully in line with the authorization procedure established under the UCC of the EU.

Area	Recommendations
	13. **Adopt a gradual approach to Single Window (SW) development**[37] The experiences of other countries show that unless developed within the context of a systemic approach with implementation sequenced to correspond to national capacities, the SW facility will be of limited benefits to traders. Below are the main elements of such an approach: - Create an inter-agency coordinating committee to oversee the design and implementation of the SW facility. - Conduct detailed business process analysis within and across the State agencies involved in supporting export and import activities. The analysis should focuses on: (i) document flow; (ii) data flow and data harmonisation issues; (iii) and, the regulatory requirements of each SW agency; (iv) and, the administrative procedures for issuing trade documents. - Remove all documents, which serve little real purpose and could be eliminated to help streamline the clearance process. - Align all existing trade documents, including support documents, into a single electronic form. This exercise has to be undertaken in each agency, and followed by a similar exercise to assess the possibility of further harmonization among the different documents. - Next, a paperless electronic documentation system has to installed in each agency, and ensure interoperability amongst the numerous information platforms of the State agencies. - In parallel to the above, provide advanced training for staff on electronic business standards (such as the UN/CEFACT eBusiness standards) - Conduct a feasibility study to establish the IT needs (including management information systems and hardware equipment) of the Customs and other Single Window agencies. - Based on the above, establish a general conceptualization of the SW facility, including the basic elementary components in consultation with Customs and the SW agencies. This exercise is important as it will provide the Government with a reference document to guide decisions on the detailed technical features of the SW facility. - Implementation should be phased and could start with the development of some elementary basic components, in order to provide solid grounds for full implementation at a later stage. In particular, the first phase should focus on developing a pilot SW or a "Trust Model" (i.e. foundations of the platform to provide digital certificates and electronic signatures). During the first stage, the SW could cover trade of the goods which are subjected to the customs, transport, veterinary, phytosanitary and sanitary inspections. During the second stage second stage of the project the SW will cover trade in goods of all types. Alternatively, the government may consider including certain agencies during Stage I, leaving the task of connecting the remaining agencies during stage II.

[37] A SW is "a facility that allows parties involved in trade and transport to lodge standardized information and documents with a single entry point to fulfil all import, export, and transit-related regulatory requirements. If information is electronic, then individual data elements should only be submitted once". See UN/CEFACT (United Nations Centre for Trade Facilitation and Electronic Business) Recommendation No. 33. The proposed steps build on UN/CEFACT Recommendation on the establishment of single window facilities (No.33), data simplification and standardization for international trade (No. 34), and, establishing a legal framework for international trade single window (No. 35).

Area	Recommendations
	14. **Consider a more focused approach to the development of border crossing points**. Rather than spreading efforts too thin, concentrate in the short term on: 14.1 Widening entry access and providing parking space away from the traffic lanes, as an immediate measure for reducing congestion and queues. 14.2 Improving traffic management through (i) the proper segregation, into separate lanes, of trucks, buses and cars; and (ii) providing a 'fast track' lane, from the point of entry to the BCP, for trucks carrying consignments of transit and AEO goods; and, (c) the introduction of non-intrusive inspection equipment, as one means of reducing the requirement for physical examination of goods.
	15. **Intensify efforts to modernize customs infrastructure** 15.1. Equip at the border and internal customs posts with basic facilities for conducting control functions; modern information technology (IT) systems (hardware and software); and, non-intrusive control equipment (scanners, video surveillance system). 15.2 At the same time, additional support is needed to ensure the management, record-keeping, maintenance and assessment of the modern control equipment and IT systems. This is important for enhancing efficiency.
Further develop the brokerage industry	16. **A proper system for testing, training, licensing, accrediting, and monitoring customs brokers should be put in place**.
Transit trade	17. **The existing MCS practice of routinely controlling transit traffic at border crossing points (BCPs), whether it is passing through the country or destined for an internal crossing point (ICP) under the internal transit procedure, should cease**. Transit documents should be examined and truck seals broken and re-scaled only in cases where a high risk has been properly assessed.
	18. **The arbitrary internal transit times for consignments should be relaxed**, and be guided by a detailed methodology that allow for proper consideration of the different factors influencing journey times and diversion risk levels.
	19. **MCS controls over transit traffic should be risk-based and selective**. The introduction of the EU's New Computerized Transit System in due course, and eventually a facility which permits advance declarations of cargo data, will make the process of risk management much easier, but these are not pre-requisites. Immediate measures need to be taken to ensure consistent application of the TIR Convention and implement selective control over high-risk transit cargo. Trucks could be allowed to proceed through BCPs using separate 'fast track' lanes, as those belonging to AEO operators. A similar risk-based, selective approach to the control of internal transit traffic should be adopted along with the used of sealed 'safe packages' for the accompanying transit documents.

Area	Recommendation
	20. **Transit trucks should be allowed to proceed through BCPs using separate 'fast track' lanes**, as those belonging to AEO operators are allowed to do. Selective control over transit cargo properly assessed as high-risk should be the norm.
	21. **Routine MCS checks on outbound cargo at the border with Romania, which are subsequently repeated at importation on the other side of the border, should be progressively** withdrawn in favor of joint cargo controls similar to those exercised at Moldova's border with Ukraine. In the long term, the MCS and its counterpart service in Romania should be encouraged to develop arrangements for the mutual recognition of customs controls.
	22. **Accord priority to linking ASYCUDA *World* system to the EU New Computerized Transit System**, since ASYCUDA *World* is fully operational nationwide and has a built it transit module.[20]
Transport and logistical services	23. **The development of multi-modal logistics and facilities should be accorded priority treatment.** This is an area that is being relegated secondary importance at a time when even the most modest intervention could bring about immediate results.
	24. **A proper system for testing, training, licensing, accrediting, and monitoring freight forwarders should be put in place**. The administration of the scheme should be given to a suitable representative body, subject to independent external accreditation (e.g., by the International Federation of Freight Forwarders Associations). Freight forwarders' licenses should be renewable annually, subject to satisfactory performance.
Technical regulations	25. **Strengthen national technical regulations development processes** 25.1 Intensify capacity-building efforts in the area of technical regulation development through targeted training courses. The courses should be geared to develop the skills of new comers as well as existing staff, and feature a combination of specialized, individual courses for policy makers and regulators and generic courses that correspond to the common interests and needs of the two groups. 25.2 Consider reviewing existing institutional arrangements to ensure simultaneous and equal involvement of regulators and those responsible for regulatory impact assessment in the development of technical regulations. 25.3 Consider establishing technical exchange and collaboration arrangements with partners in EU countries to support of the technical regulations development functions. Such arrangements could include, among others, collaboration in drafting technical regulations, on the job training for the relevant staff and the exchange of information in the form of technical reports, visits and joint experts meetings.

[20] ASYCUDA is the United Nations Conference on Trade and Development (UNCTAD) web-based Automated System for Customs Data [illegible] backbone for the Customs Integrated Information System (CIIS).

Area	Key recommendations
	26. Strengthen regulatory impact assessment (RIA) processes 26.1 Consider outsourcing RIA to private research centers and universities. While this option will create additional pressures on the public purse, it is critical since the preparation of technical regulations is a complex undertaking that requires multidisciplinary skills that are not and cannot be made available within competent authorities. If properly structured (e.g., on the job training to competent authorities, ensuring that RIAs are conducted in collaboration with the relevant staff), outsourcing could bring new methods and additional knowledge. 26.2 Accord priority to developing a methodology for guiding the regulatory impact assessments on micro enterprises and SME's. 26.3 In parallel, consider establishing a centralized body for impact assessments, and equip it with expertise skills in the areas of industrial economics, cost-benefit analysis, EN standards and the different aspects of EU safety, health and environmental protection requirements. The centralized body, which could be placed under a line Ministry, should have its own training facility and operate according to a business plan that would allow it to achieve a certain degree of self-sufficiency.
Standardization	**27. Strengthen standard setting processes with expertise skills** 27.1 Assist the national Standardization Institute (NSI) in its efforts to withdraw old standards (Commonwealth of Independent States interstate regional standards -GOST-) that are not consistent with the state of the art and are irrelevant to the country's market. 27.2 In parallel to the above, consider creating a training facility on standardization processes within NSI, and equip it with sector focused rigorous training materials targeting the enterprise sector. This will ensure continuous training and responsiveness to national needs. In this respect, UCE Working Party on Regulatory Cooperation and Standardization Policies (WP.6) recommendation Education on Standards-Related Issues (Recommendation I) is of direct relevance. 27.3 NSI should be supported to intensify its participation in the work of European and international standard setting organizations and achieve full membership in these organizations.
Conformity assessment	**28. Develop the competence of the National Accreditation Centre (MOLDAC) in new areas, including:** 28.1 Certification of persons and verification bodies and further improve existing competences as follows: – Proficiency testing according to the general requirements for the competence of providers of proficiency testing schemes and for the development and operation of proficiency testing schemes (ISO/IEC 17043). – Verification bodies according to the principles and requirements for bodies that undertake verification of greenhouse gas (GHG) assertions (EN/ISO 14065:2013). – Inspection according to the requirements for the competence of bodies performing inspection and for the impartiality and consistency of their inspection activities (ISO/IEC 17020:2012). – Product certification according to the requirements for bodies certifying products, processes and services (EN ISO/IEC 17065:2012). 28.2 Product certification bodies. New accreditation schemes are needed to allow for covering all the products under the European Cooperation for Accreditation (EA) Multilateral Recognition Arrangement (MLA). **29. Further improve accreditation procedures and processes** Improve accreditation schemes by line Ministries to ensure compliance with international best practices, with a special emphasis on allowing for withdrawing certificates in cases of non-compliance and on ensuring the independence of the accreditation processes. **30. Further develop conformity assessment bodies (CABs) under government agencies**

30.1 The National Food Safety Agency (ANSA), the Ministry of Health and Customs as well as the newly established SE National Centre for Verification and Certification of Vegetable Products and Soils need to be equipped with modern testing equipment and expertise knowledge on the application of international and or European standards and technical regulations. In the case of ANSA, training should feature a focus on consolidating overall administrative management systems and ensuring robust the monitoring and auditing of the activities throughout the country.
30.2 Equip laboratories with certified reference materials.
30.3 Equip CABs with the required financial resources to attract and retain qualified staff and obtain the required supplies. In this respect, reconsider the requirement of transferring 50 percent of the laboratories' internal revenues to the public purse.
30.4 Streamline existing reporting systems for laboratories which operate under line Ministries. For example, the laboratories could report to one line Ministry only, which could, in turn, report to the Ministry of Finance.

31. **Further develop the market surveillance function**
31.1 Equip the Consumer Protection Agency (CPA) and NFSA with the required financial resources to attract and retain qualified staff.
31.2 Provide CPA and ANSA staff with advanced training on the different aspects of EU requirements, particularly those established under the hygiene package and the general requirement of putting in place a liability system for defective products.
31.3 Complete the preparations for launching the Quick Alert System for Food and Feed (SRAAF). In particular, ratifying the law for establishing the system and developing the capacities of the different agencies that will be linked to it, including the Ministries of Agriculture and Food Industry Ministry, Health, Interior Ministry, Customs Service, CPA and the ANSA. These agencies should be equipped with the required IT capacity and expertise knowledge on the EU safety rules and requirements.

Metrology

32. **Obtain international recognition of metrological competence,** as this is fundamental to international acceptance of test results.
32.1 It is reasonable and prudent to accord priority to achieving competencies that best serve existing goods and services and potential industries with high export potential. Resources should be made available to achieve these competencies and should be complemented by efforts to further develop legal metrology to cover all base units, starting with those related to priority sectors.
32.2. Further develop the quality management system of the National Metrology Institute (NMI) in accordance with SR EN ISO 9000: 2006, and equip it with a quality management center and research facilities in the four areas of metrology, including engineering measurement, physical measurement, material and chemical measurement and analytical instrumentation measurement.
32.3 Consider diversifying NMI services to allow for achieving a certain degree of self-sufficiency. This is important for enabling the institute to retain qualified staff.

Regional integration

33. **In the short term, it would be more conducive to maintain the existing free trade area (FTA) arrangements with the EU and CIS, while scaling up the trade agreement with CIS through including additional deep integration provisions.** Joining either block sometime in the future, once enterprises are capable of fulfilling market entry requirements in quality and safety and once regulatory and procedural trade barriers are removed, would bring more benefits.
The Government considers the DCFTA with the EU, the FTA with CIS, the Central European Free Trade Area and the FTA signed between the Republic of Moldova and Turkey as complementary cooperation arrangements, which, together, provide the country with the opportunity to establish a conducive environment for business development, investment attraction, and consolidating a development hub between the east and west. The Republic of Moldova is also examining emerging opportunities from establishing cooperation arrangements with other market such as China, Egypt and the European Free Trade Association (EFTA) countries.

Enterprise development

34. **Further improve clustering initiatives for supporting the development of the existing free economic zones and industrial parks in the Republic of Moldova.** These initiatives should be geared towards fostering vertical collaboration as well as horizontal

Type	Recommendations
	cooperation between enterprises operating at the same (or similar) stages in the production chain. To ensure sustainability, the initiatives need to be hosted in market support institutions and complemented by linkages programmes to integrate the networks with regional value chains. Such programmes should target both labour-intensive industries and those with technology intensive activities and could be tailored to create: (i) horizontal collaboration, such as sharing the costs of expensive equipment or research and development; (ii) vertical collaboration through facilitating the decentralization of the production process; and or (iii) exchange of information on technology and common problems.
	35. Consider launching investment retention (aftercare) programmes to retain existing local investments
	36. Establish guarantee credit schemes for facilitating small and medium enterprises (SMEs) access to external sources of finance. Commercial banks are risk averse by definition and will always consider SMEs as un-credit worthy
Agri industries	**37. Launch targeted technical assistance programmes for food producers to enable them to implement the Hazard Analysis and Critical Control Points (HACCP) and the Good Manufacturing Practices (GMP) principles.**
	38. Launch targeted, sector- focused programmes to develop the productive capacity of farmers and industries. Priority should be accorded to those involved in cultivating/processing products that are subject to transitional periods for trade liberalization with the EU, including: pasta, pepper, corn (three years); cheeses, vegetables (tomatoes, cucumbers, etc.), fruits (cherries, nectarines, raspberries, wines, juices, jams) and bakery products (five years); and milk, meat and fresh cherries (ten years). In this respect, the recently launched European Neighbourhood Programme for Agriculture and Rural Development (ENPARD) constitutes an important step in this direction.[3] Interviewed stakeholders noted that the strength of this programme lies in its balanced emphasis on capacity building and public-private sector consultations, noting that this will contribute to familiarizing farmers, producers and civil society organizations with the ongoing reforms and ensuring targeted interventions that address the particular concerns of communities in the different regions. Such programmes could also feature an emphasis on familiarizing traders with the ECE Working Party on Agricultural Quality Standards (WP.7), which covering a wide spectrum of products under the following clusters: fresh fruit and vegetables (FFV); dry and dried produce (DDP); seed potatoes; meat, eggs and egg products; and cut flowers.

[3] In 2016, the Republic of Moldova ratified the bilateral agreement with the European Commission for receiving €64 million to support agricultural policy under the European Neighbourhood Programme for Agricultural and Rural Development (ENPARD). The programme is geared to support the modernisation of agri-food and food chains, policy dialogue, and public services in rural areas. Implementation commenced late 2016, after much delays. Further information is available at: http://eeas.europa.eu/archives/delegations/moldova/documents/press_corner/press_release_enpard_final_25.03_en.pdf